ISR Services 2004
Data Collection

Centralized Training
Dallas, Texas
12 – 16 Jan 2004

Color and C-Ratings

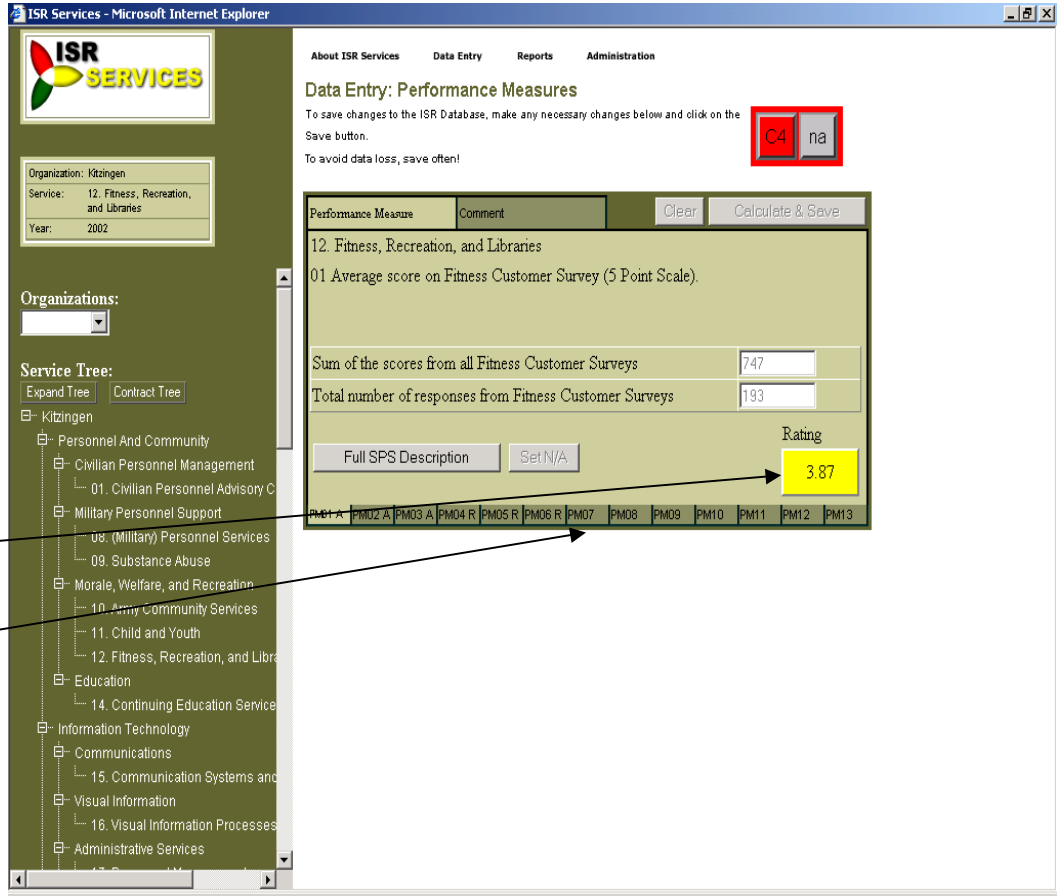
Agenda

- **Generating Color Ratings –**
  - **Service Performance Measure**
- **Generating C-Rating Roll-Ups –**
  - **Performance Measures to the Service Level**
  - **Service Level to Service Function Level**
  - **Service Function Level to Major Service Area (MSA) Level**

Performance Measures and Standards

- **Each Performance Measure is evaluated against its standard**

- **Color ratings will be displayed for each Performance Measure by Service**

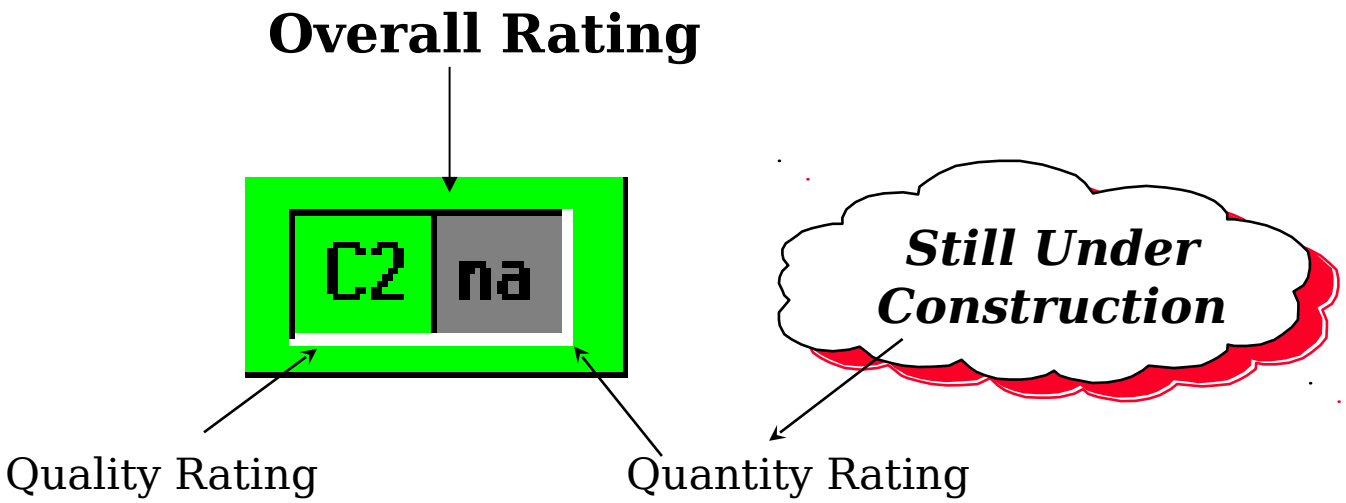


C-Rating

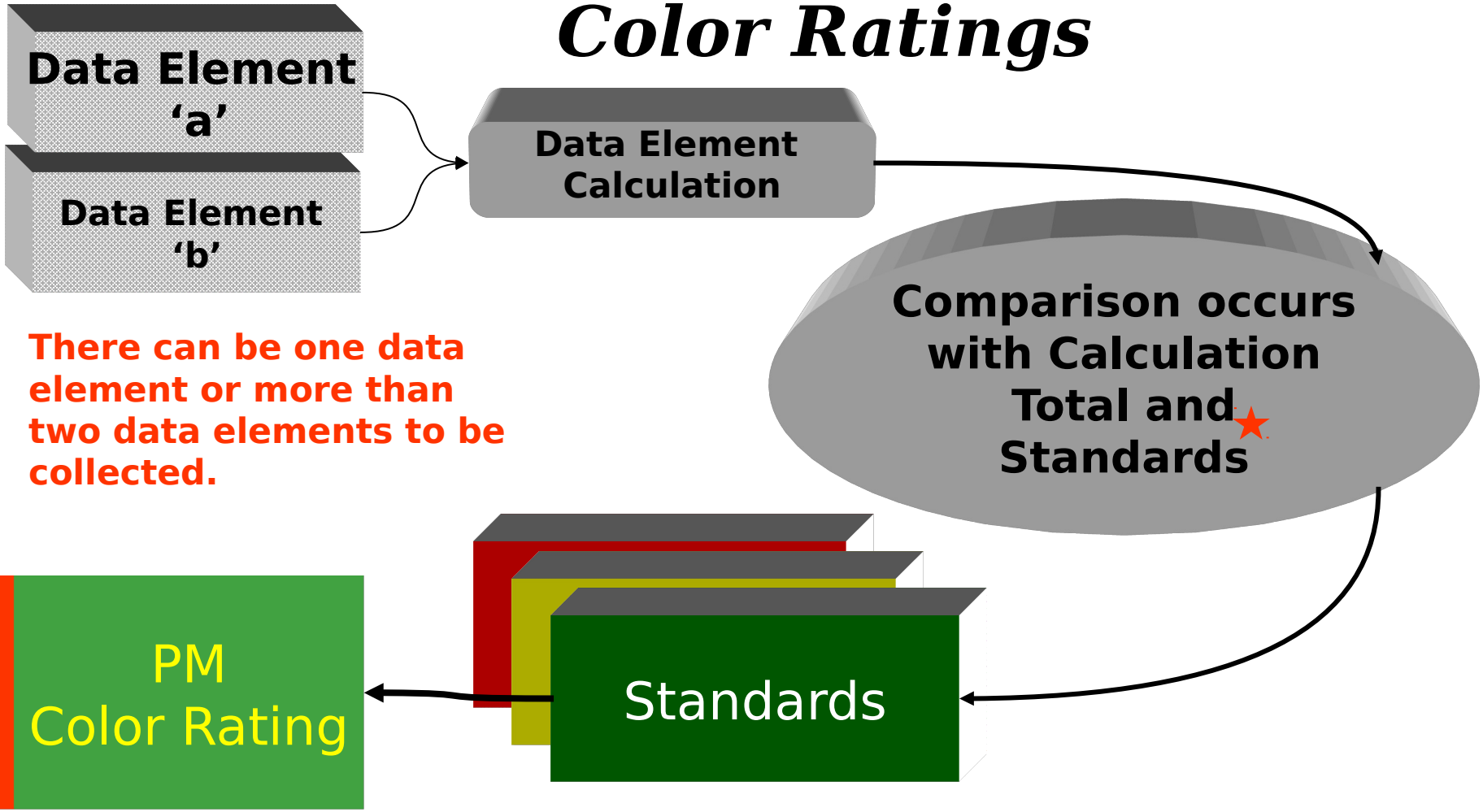
- **Performance measures rated red, green, amber**
- **Service level and above use C-Ratings:**
  - **C1: Meets or exceeds Unit/Activity needs and Army standards; has very minor, if any, deficiencies; and fully supports mission performance.**
  - **C2: Meets Unit/Activity needs and partly meets Army standards; has minor deficiencies; and supports majority of assigned missions.**
  - **C3: Meets the majority of Unit/Activity needs, does not meet any Army standards; has some deficiencies; and delivery impairs mission performance/requirements.**
  - **C4: Does not meet Unit/Activity needs or Army standards; has major deficiencies; and delivery significantly impairs mission performance/requirements.**
  - **C5 used when service is not to be rated (e.g., BRAC)**
- **"C-Ratings" are recognized and understood within the military**
- **"At-a-glance" status**

C-Rating Display

- **Based on USR (Unit Status Report) model**
  - **C1: Dark Green (Dark Green)**
  - **C2: Light Green (Yellow)**
  - **C3: Yellow (Red)**
  - **C4: Red (Black)**
  - **NA: Gray**
- **Colors may change – Being researched**



Generating Performance Measure Color Ratings



There can be one data element or more than two data elements to be collected.

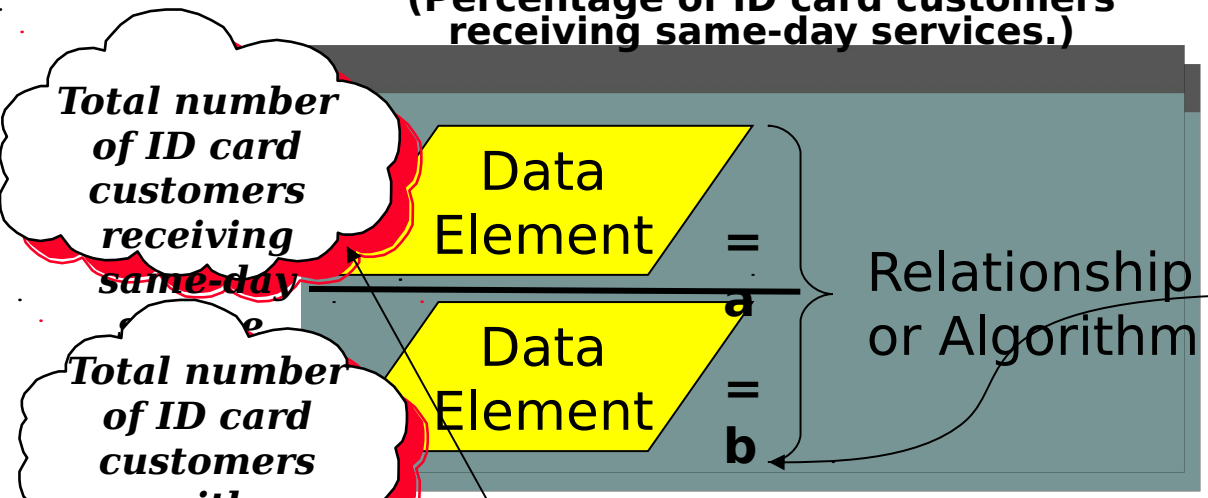
Note: ★ This process occurs automatically once ALL of the Data Element information has been entered.

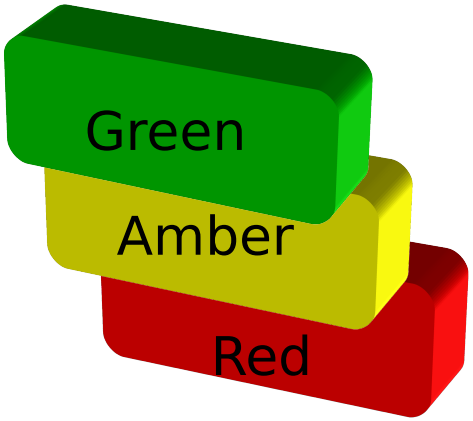
ISR Service Performance Color Rating

Service
08. Military Personnel Services

PM 08-03

(Percentage of ID card customers receiving same-day services.)





As tangible as possible to facilitate using data from existing systems

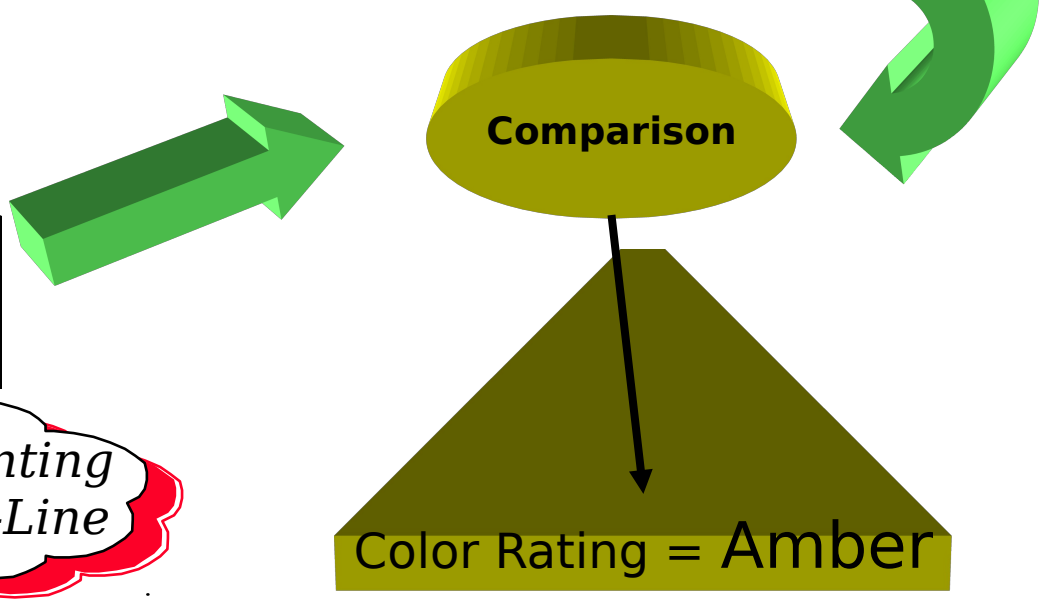
Generating Color Ratings Example: 08. Military Personnel Services

Service: 08. Military Personnel Services

PM: 08-03 – Percentage of ID card customers receiving same-day service.

a = Total number of ID card customers receiving same-day service (**990**)
b = Total number of ID card customers with appointments. (**1100**)

Formula = (a/b)*100
Therefore = (990/1100)*100 = 90%



Standards

Green = 95% or more
Amber = Less than 95% down to 85%
Red = Less than 85%

Found in Implementing Instructions & On-Line Help

Generating Color Ratings Practical Exercise #1

Task: Calculate the COLOR rating for this Performance Measure

Service 25. Central Issue Facility

PM: 25-01 First visit fill rate (issue required OCIE)

Formula for Calculating Performance Measure from Data Below: PM = (a/b)*100

a =	Number of customers with 100% fill (first visit)
b =	Total number of customers in-processed

Given the following data input:

Data Point a = 1687 Customers with 100% first time fill

Data Point b = 1815 Customers in-processed

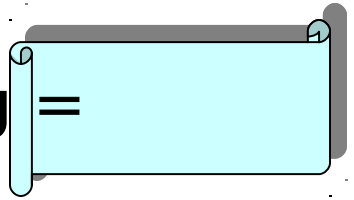
Standards:

Green = 100% down to 98%

Amber = Less than 98% down to 85%

Red = Less than 85%

Color Rating =



Generating Color Ratings Practical Exercise #1

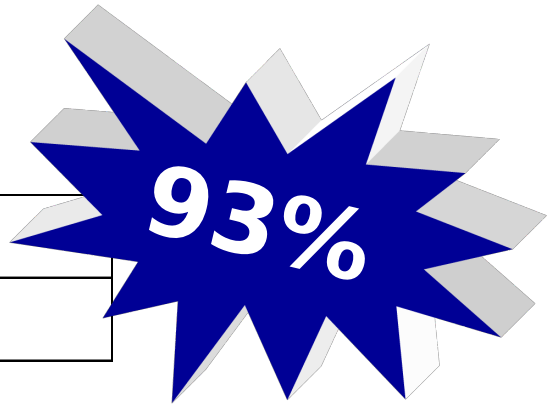
Task: Calculate the COLOR rating for this Performance Measure

Service 25. Central Issue Facility

PM: 25-01 First visit fill rate (issue required OCIE)

Formula for Calculating Performance Measure from Data Below: PM = (a/b)*100

a =	Number of customers with 100% fill (first visit)
b =	Total number of customers in-processed



Given the following data input:

Data Point a = 1687 Customers with 100% first time fill

Data Point b = 1815 Customers in-processed

Standards:

Green = 100% down to 98%

Amber = Less than 98% down to 85%

Red = Less than 85%

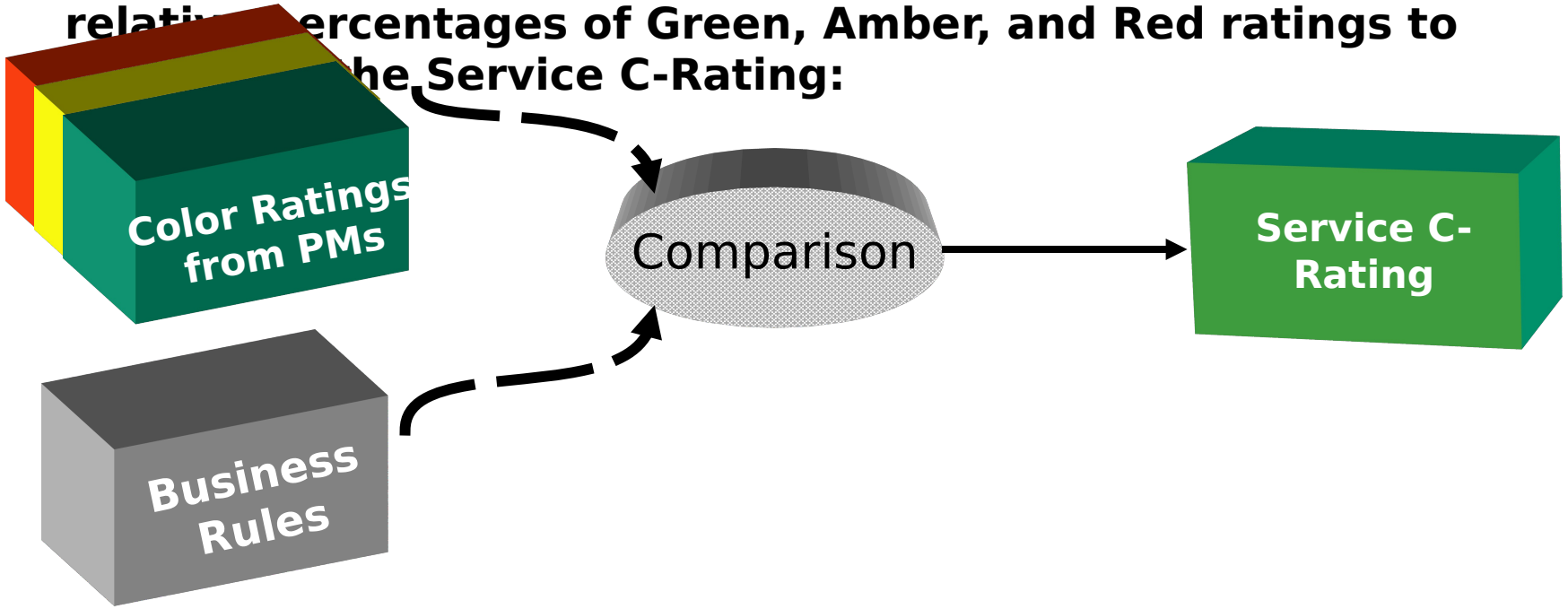
Color Rating

Amber

Generating C-Ratings for Service

ISR ServicesWeb will automatically calculate the Quality C-Rating for each Service (just like with each Performance Measure).

ISR ServicesWeb uses business rules, based on the relative percentage of color ratings calculated for the Performance Measures (PMs) within the Service. The rules are compared to relati ercentages of Green, Amber, and Red ratings to he Service C-Rating:



C-Ratings Business Rules

C-1	All PMs are Green
C-2	No PMs are Red AND the number of Green PMs is greater than the number of Amber PMs
C-3	From 1 to 24% of PMs are Red OR the number of Ambe PMs is greater than or equal to the number of Green PM
C-4	25% or more of PMs are Red
C-5	No Assigned Rating

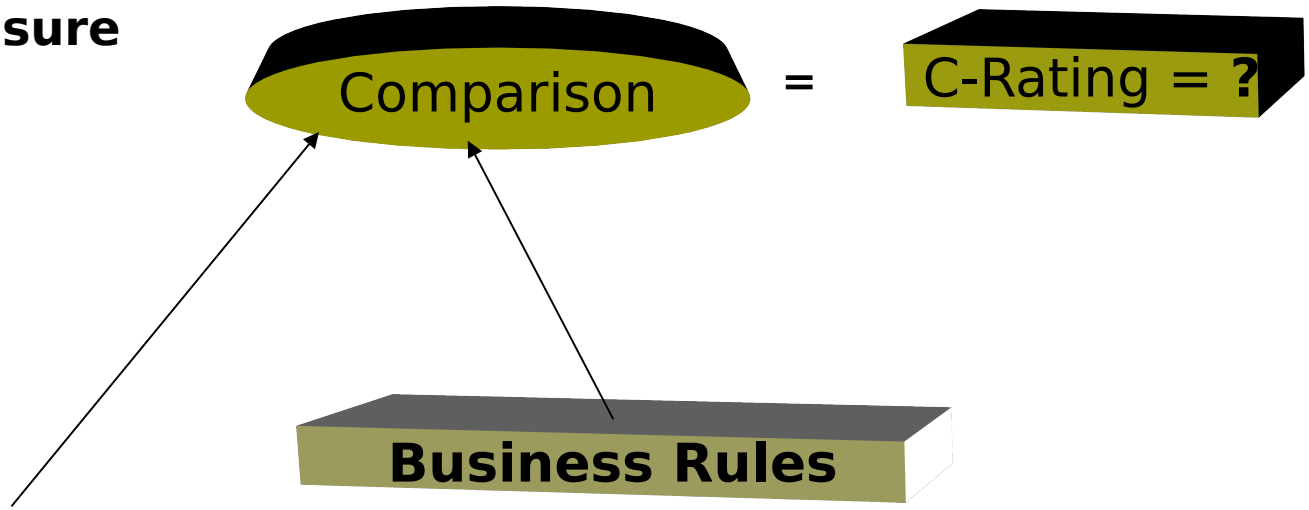
Any service with less than five PMs will be C-4 with only one red PM!

Generating C- Ratings Example

Service: 09 – Substance Abuse

Performance Measure Color Ratings

PM 01 = Green
PM 02 = Amber
PM 03 = Amber
PM 04 = Green
PM 05 = Green
PM 06 = N/A
PM 07 = Red

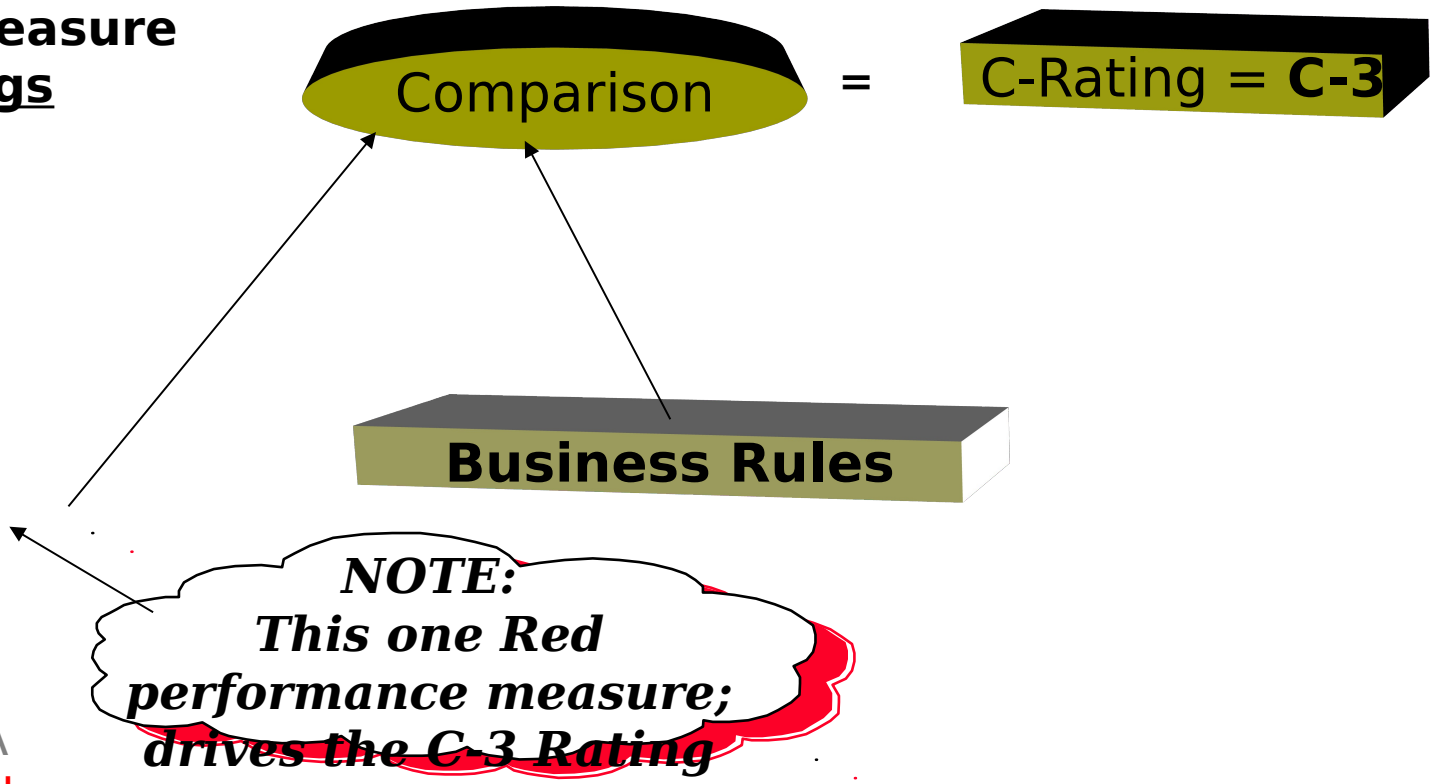


Generating C- Ratings Example

Service: 09 – Substance Abuse

Performance Measure Color Ratings

PM 01 = Green
PM 02 = Amber
PM 03 = Amber
PM 04 = Green
PM 05 = Green
PM 06 = N/A
PM 07 = Red

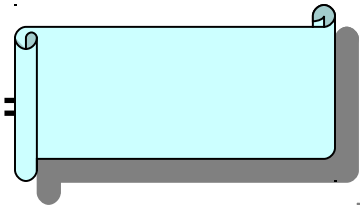


Generating C-Ratings
Practical Exercise #2a

Task: Calculate the C-Rating for this Service

Service 50. Family Housing Management

PM 50-01: Utilization rate for government family quarters = Green
PM 50-02: Utilization rate for leased quarters = Green
PM 50-03: Average number of days awaiting on-post housing = Amber

C-Rating = 

Generating C-Ratings
Practical Exercise #2a

Task: Calculate the C-Rating for this Service

Service 50. Family Housing Management

PM 50-01: Utilization rate for government family quarters = Green
PM 50-02: Utilization rate for leased quarters = Green
PM 50-03: Average number of days awaiting on-post housing = Amber

No red AND more green than amber PMs

C-Rating = ***C-2***

Generating C-Ratings
Practical Exercise #2b

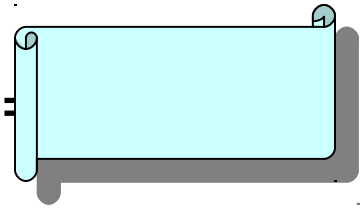
Task: Calculate the C-Rating for this Service

Service 50. Family Housing Management

PM 50-01: Utilization rate for government family quarters = Green

PM 50-02: Utilization rate for leased quarters = Amber

PM 50-03: Average number of days awaiting on-post housing = Amber

C-Rating = 

Generating C-Ratings
Practical Exercise #2b

Task: Calculate the C-Rating for this Service

Service 50. Family Housing Management

PM 50-01: Utilization rate for government family quarters = Green
PM 50-02: Utilization rate for leased quarters = Amber
PM 50-03: Average number of days awaiting on-post housing = Amber

No red AND more amber than green PMs

C-Rating = ***C-3***

Generating C-Ratings
Practical Exercise #2c

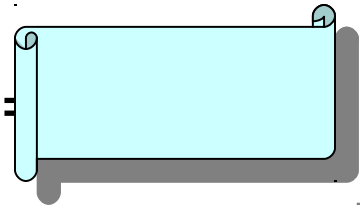
Task: Calculate the C-Rating for this Service

Service 50. Family Housing Management

PM 50-01: Utilization rate for government family quarters = Green

PM 50-02: Utilization rate for leased quarters = Red

PM 50-03: Average number of days awaiting on-post housing = Green

C-Rating = 

Generating C-Ratings Practical Exercise #2c

Task: Calculate the C-Rating for this Service

Service 50. Family Housing Management

PM 50-01: Utilization rate for government family quarters = Green
PM 50-02: Utilization rate for leased quarters = Red
PM 50-03: Average number of days awaiting on-post housing = Green

33% of PMs are red.

C-Rating = ***C-4***

Any service with less than five PMs will be C-4 with only one red PM!

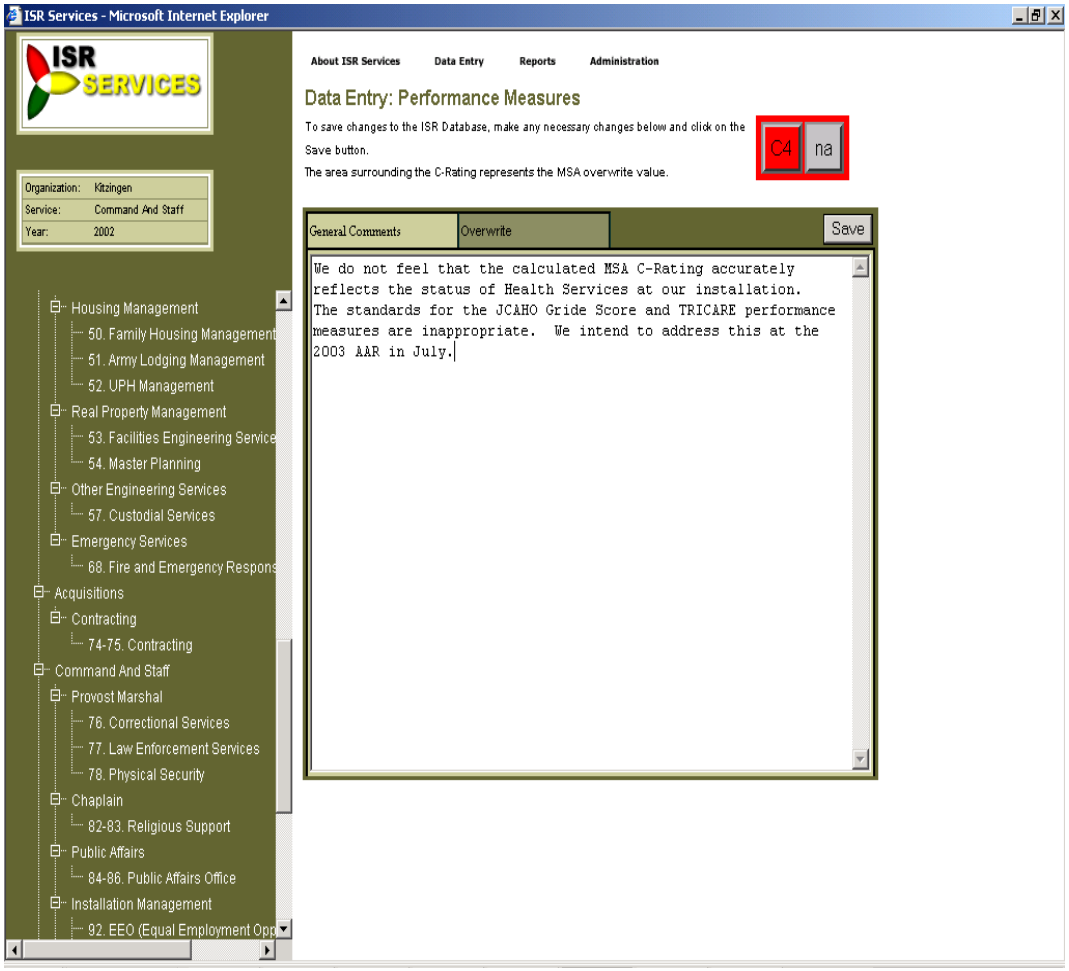
Generating C-Rating Roll-Ups
Rounding Rules

- **C-Ratings are assigned numerical values**
  - **C-1 = 1**
  - **C-2 = 2**
  - **C-3 = 3**
  - **C-4 = 4**
  - **N/A = Null (not included when calculating C-Ratings)**
- **C-Ratings are then averaged: Sum of the ratings divided by the number of ratings.**

ROUNDING RULES FOR C-RATINGS ROLL UPS FOR SERVICE FUNCTIONS AND MAJOR SERVICE AREAS
C-1 = The average C-rating calculated is 1.49 or less.
C-2 = The average C-rating calculated is from 1.50 to 2.49.
C-3 = The average C-rating calculated is from 2.50 to 3.49.
C-4 = The average C-rating calculated is 3.50 or higher.

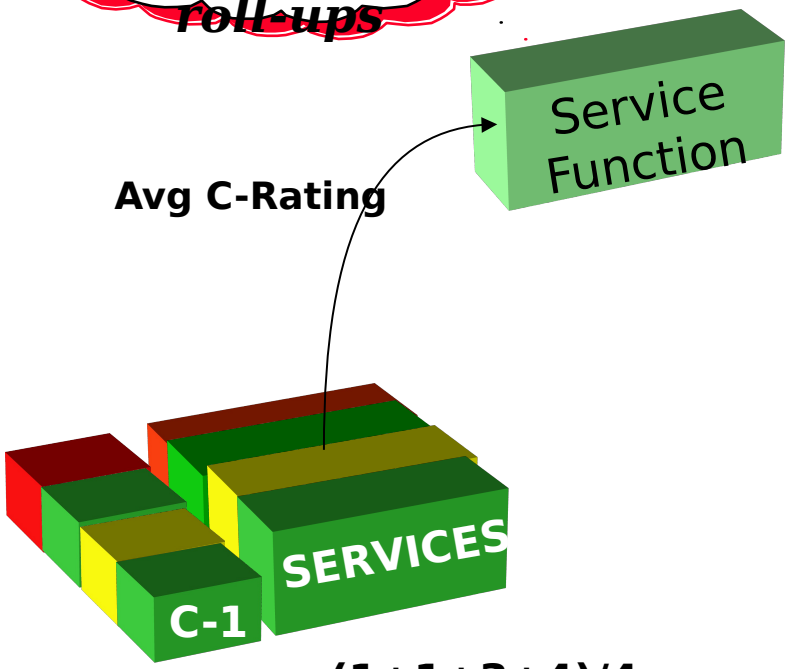
Generating Color Rating Roll-Ups

1. **Data Elements are calculated to provide the PM mathematical value.**
2. **Each PM value is compared against its respective standard to provide the PM Color Rating.**
3. **All PMs, for each Service, are then calculated to provide Service C-Rating.**
4. **All Service C-Ratings, for their respective Service Function, will be calculated together to provide the Service Function C-Rating.**
5. **All Service Function C-Ratings, for their respective Major Service Area, will be calculated together to provide the overall Major Service Area C-Rating.**

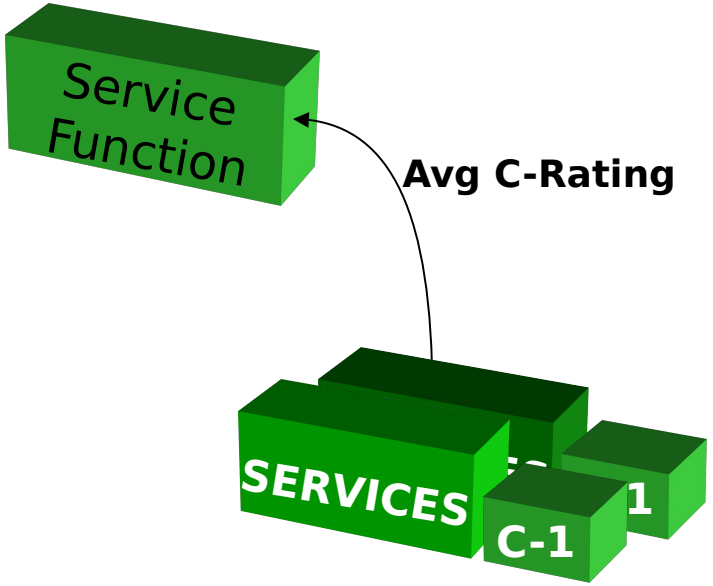

ISR Services - Microsoft Internet Explorer
ISR SERVICES
About ISR Services
Data Entry
Reports
Administration
Data Entry: Performance Measures
To save changes to the ISR Database, make any necessary changes below and click on the Save button.
The area surrounding the C-Rating represents the MSA overwrite value.
C4
na
Organization: Kitzingen
Service: Command And Staff
Year: 2002
General Comments
Overwrite
Save
We do not feel that the calculated MSA C-Rating accurately reflects the status of Health Services at our installation. The standards for the JCAHO Gride Score and TRICARE performance measures are inappropriate. We intend to address this at the 2003 AAR in July.
Housing Management
50. Family Housing Management
51. Army Lodging Management
52. UPH Management
Real Property Management
53. Facilities Engineering Service
54. Master Planning
Other Engineering Services
57. Custodial Services
Emergency Services
68. Fire and Emergency Respons
Acquisitions
Contracting
74-75. Contracting
Command And Staff
Provost Marshal
76. Correctional Services
77. Law Enforcement Services
78. Physical Security
Chaplain
82-83. Religious Support
Public Affairs
84-86. Public Affairs Office
Installation Management
92. EEO (Equal Employment Opp

Generating C-Rating Roll-Ups (con't.)

No weighting is used in the roll-ups



(1+1+3+4)/4
= 2.25
(rounded to C-2)



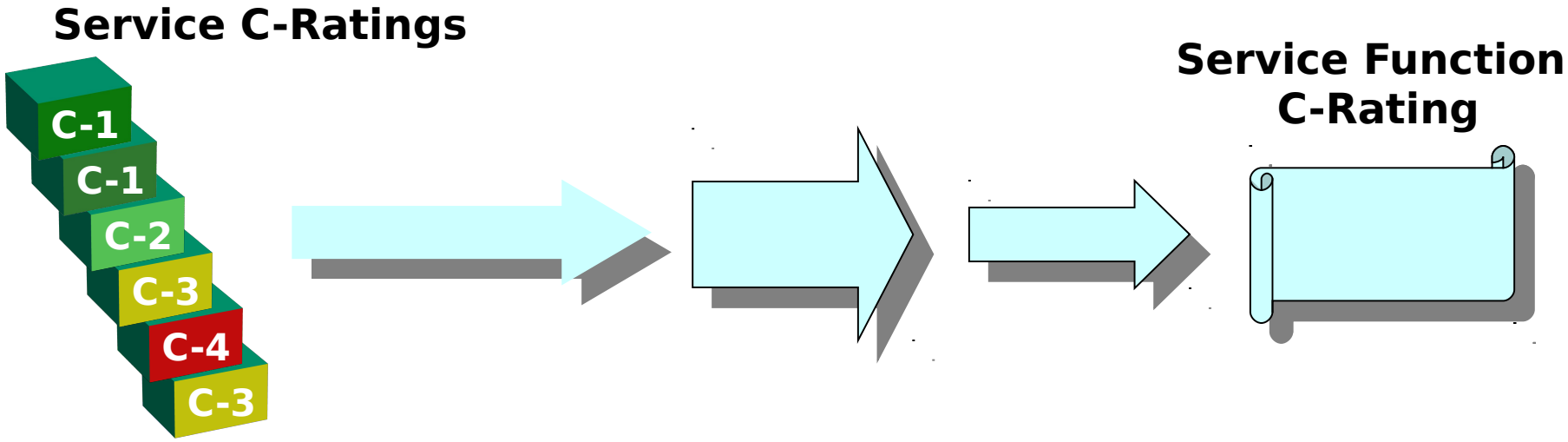
(1 + 1)/2

= 1.00

(rounded to C-1)

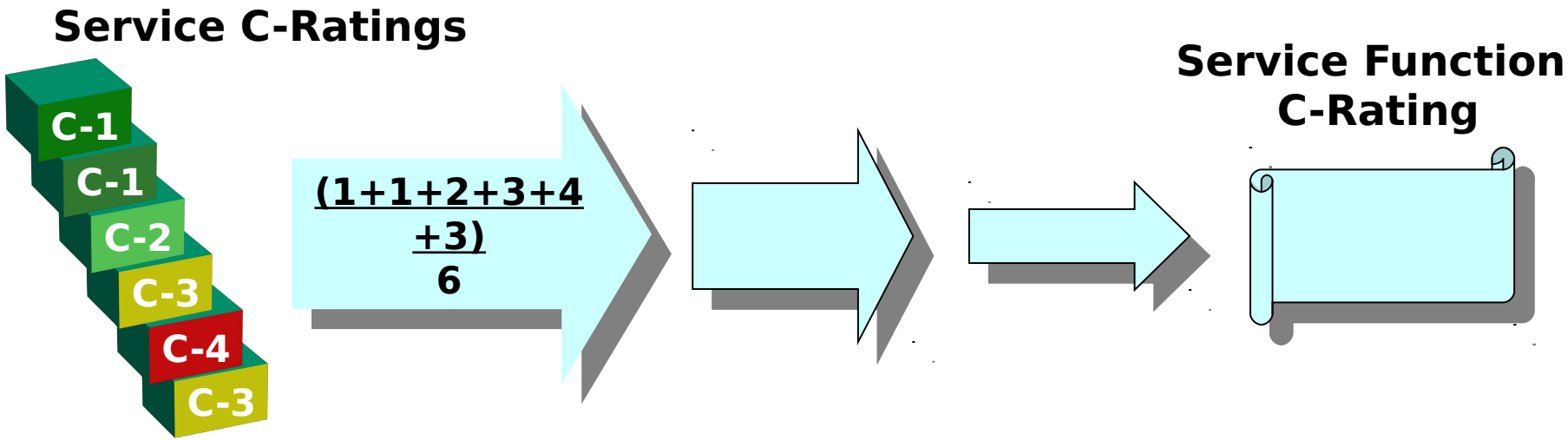
Generating C-Rating Roll-Ups
Practical Exercise #3

Task: Calculate the C-Rating roll-up for the Service Funct



Generating C-Rating Roll-Ups
Practical Exercise #3

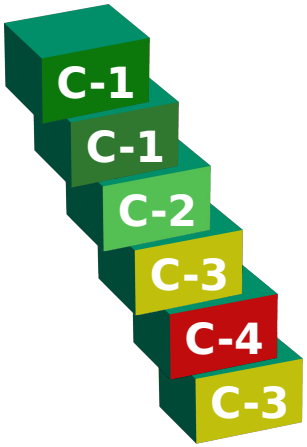
Task: Calculate the C-Rating roll-up for the Service Funct



Generating C-Rating Roll-Ups
Practical Exercise #3

Task: Calculate the C-Rating roll-up for the Service Funct

Service C-Ratings



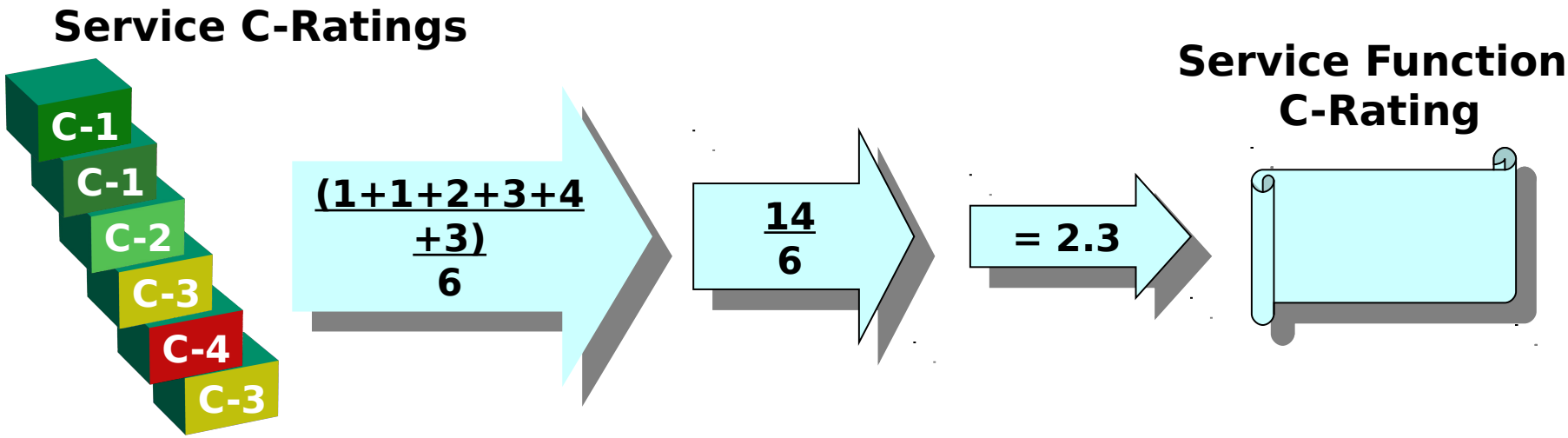
$$\frac{(1+1+2+3+4+3)}{6}$$

$$\frac{14}{6}$$

Service Function C-Rating

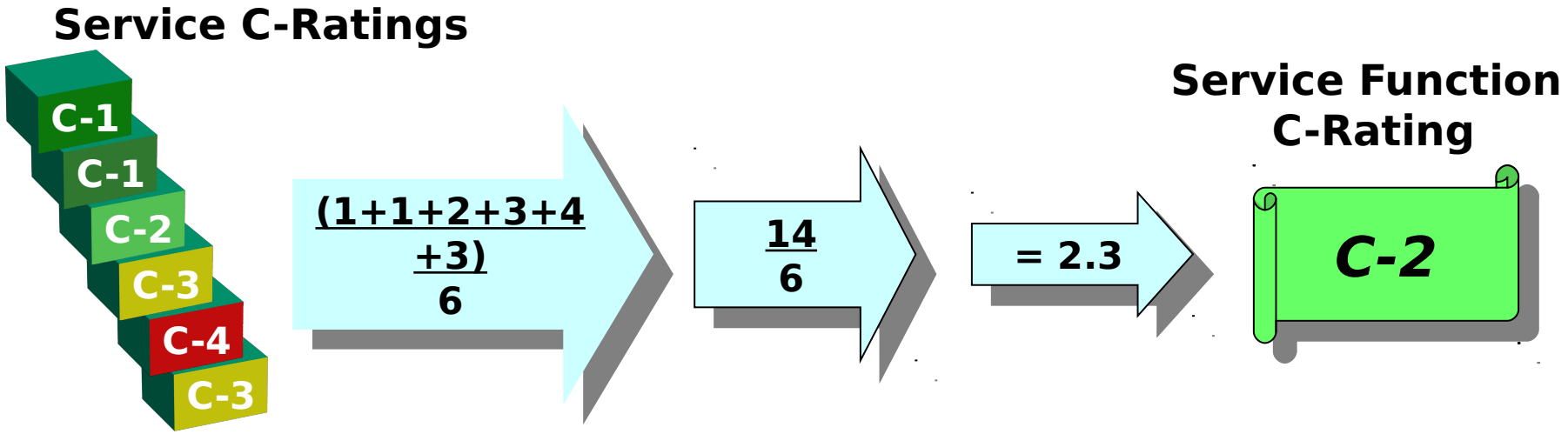
Generating C-Rating Roll-Ups
Practical Exercise #3

Task: Calculate the C-Rating roll-up for the Service Funct



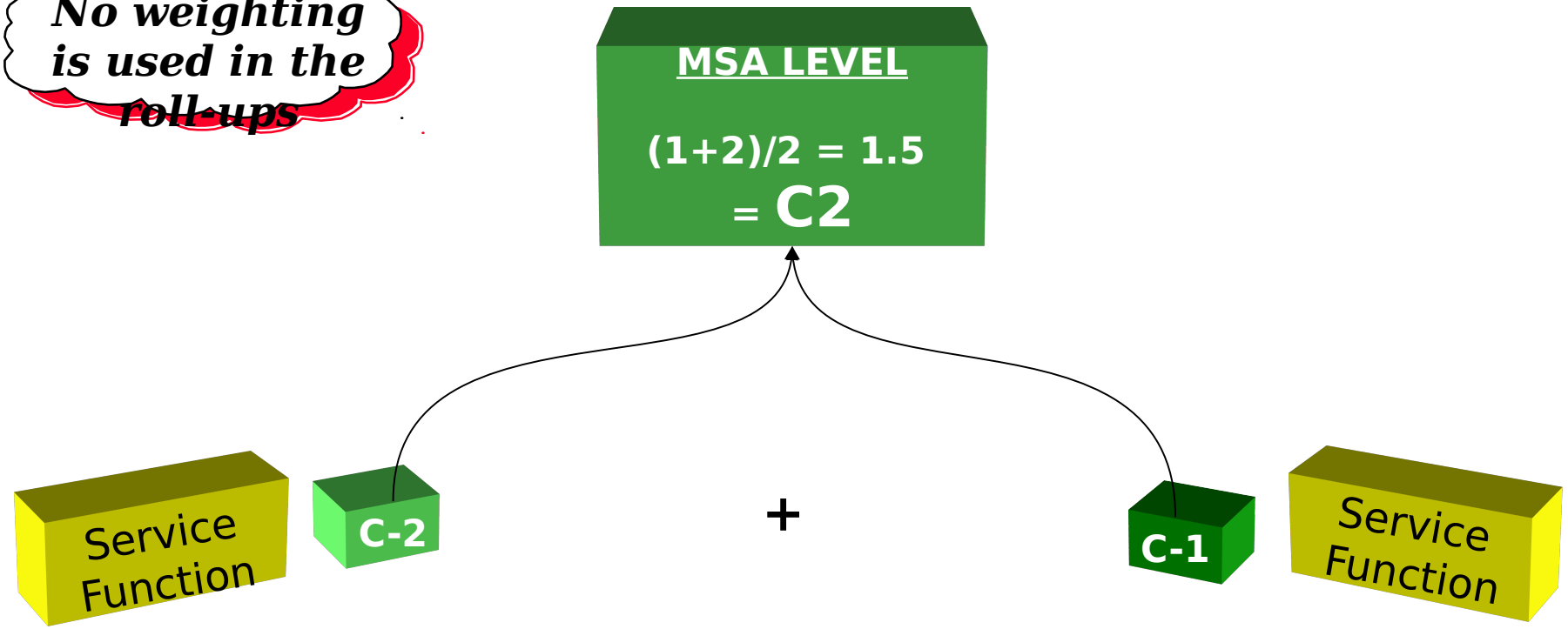
Generating C-Rating Roll-Ups
Practical Exercise #3

Task: Calculate the C-Rating roll-up for the Service Funct



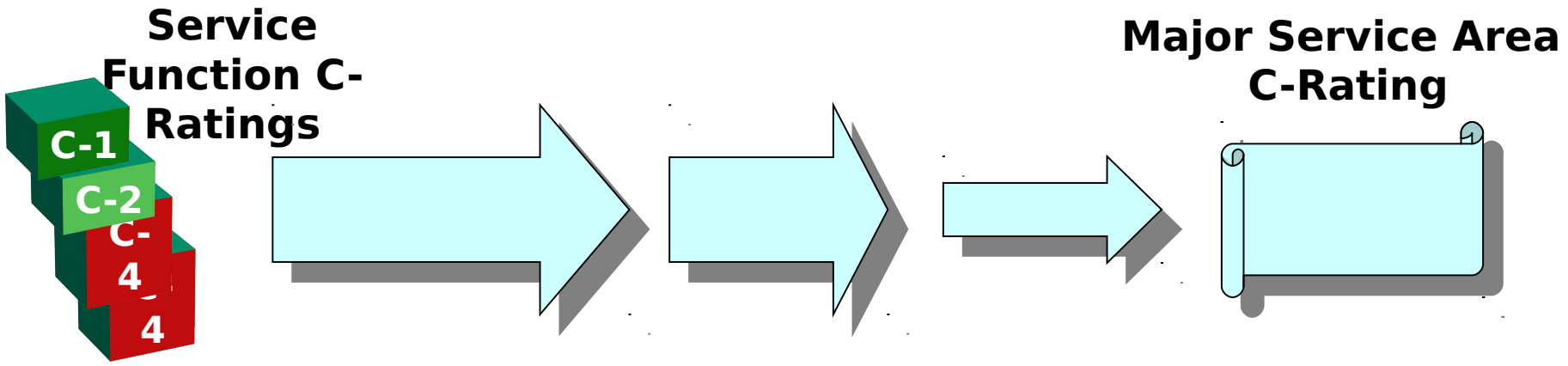
Generating C-Rating Roll-Ups (con't.)

No weighting is used in the roll-ups



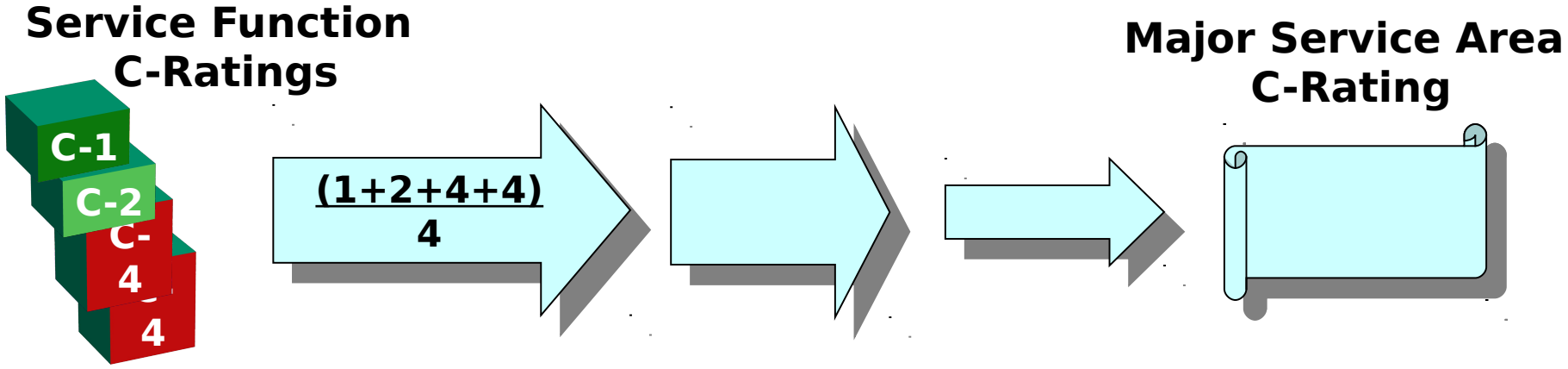
Generating C-Rating Roll-Ups
Practical Exercise #4

Task: Calculate the C-Rating roll-up to the Major Service A



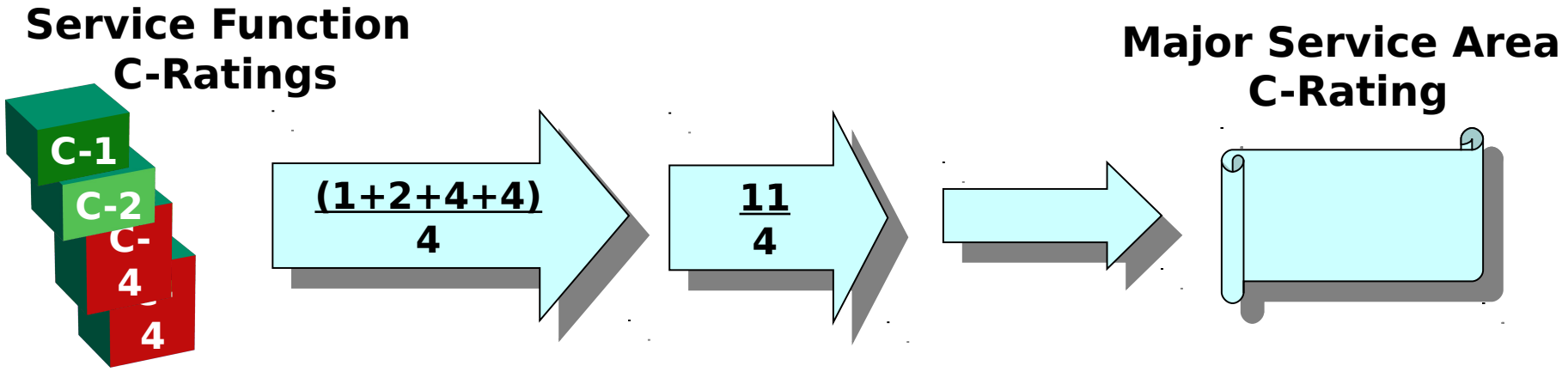
Generating C-Rating Roll-Ups
Practical Exercise #4

Task: Calculate the C-Rating roll-up to the Major Service A



Generating C-Rating Roll-Ups
Practical Exercise #4

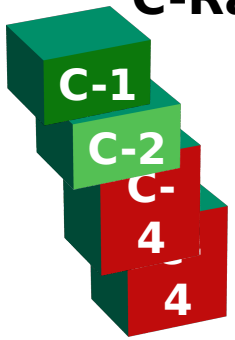
Task: Calculate the C-Rating roll-up to the Major Service A



Generating C-Rating Roll-Ups
Practical Exercise #4

Task: Calculate the C-Rating roll-up to the Major Service A

Service Function C-Ratings



$$\frac{(1+2+4+4)}{4} \quad \frac{11}{4} \quad = 2.75$$

Major Service Area C-Rating

Generating C-Rating Roll-Ups
Practical Exercise #4

Task: Calculate the C-Rating roll-up to the Major Service A